

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of	:	Confirmation No.: 9696
	:	
Jagannathan Shiva Shandkar, et al.	:	Group Art Unit: 2143
	:	
Serial No.: 10/651,590	:	Examiner: Phuoc H. Nguyen
	:	
Filed: August 29, 2003	:	
	:	
For: METHOD AND APPARATUS FOR MEASURING HEALTH AND PERFORMANCE OF A MESSAGING SYSTEM	:	

**REQUEST FOR REFUND**

Via EFS-Web  
Director of the US Patent and Trademark Office  
Alexandria, VA 22313-1450

Sir:

An Issue Fee in the amount of \$1,440 (check no. 008963) for the above-referenced application was mailed to Patent and Trademark Office on April 22, 2008. Subsequently, on April 23, 2008, a RCE and Petition to Withdraw Application from Issue was filed via EFS. The application was Allowed on May 28, 2008 and a second Issue Fee in the amount of \$1,440 was paid on August 25, 2008 via EFS. It is requested that the first Issue Fee now be refunded and credited to Deposit Account No. 50-1302 for the above-referenced patent application. Copies of the two Issue Fee Transmittals are attached hereto.

Respectfully submitted,

HICKMAN PALERMO TRUONG & BECKER LLP

/ChristopherJPalermo#42056/

Christopher J. Palermo

Reg. No. 42,056

Date: May 13, 2009

Hickman Palermo Truong & Becker LLP  
2055 Gateway Place, Suite 550  
San Jose, California 95110-1089  
Tel: (408) 414-1080  
Fax: (408) 414-1076